6.11.3 Retailer Customer Service

The Contractor shall provide customer support to retailers via a toll-free telephone number available 24 hours per day, 7 days per week. Customer service for retailers shall be provided in English and Spanish. The number for the retailer ARU and CSC shall be different than the recipient customer service number.

If a retailer experiences a problem with transaction processing and the retailer uses a third party processor and does not have an agreement directly with the Contractor, the retailer shall contact its third party processor first to resolve the problem If the TPP determines that the problem lies with the Contractor, or if the TPP cannot determine where the problem lies, the TPP will contact the Contractor directly.

Meets Requirement: Yes _____   No _____

Reference Document: _____Page(s) _____

Description: _____

6.11.3.1 Retailer Customer Service Functions

Retailer customer service shall be available for manual transaction authorization; settlement information and support; general problem resolution; and POS terminal service. The Contractor shall establish procedures for problem and error resolution, and CSRs shall be trained in such procedures. Acquirer error resolution procedures shall conform to EFT industry standards and Quest Operating Rules. Escalation procedures for retailer calls shall be provided to the State prior to the onset of Pilot Operations.

At a minimum, the retailer CSC shall provide the following services:

- Provide authorization numbers for manual vouchers
- Track vouchers
- Track the number of vouchers returned or unpaid and reason returned or unpaid
- Collect information to provide a report detailing terminal problems
- Track the number of dispatches (terminals replaced or repaired)
- Track the number of trouble tickets, repair orders, and open or closed work orders
- Track orders pending resolution from prior months
- Track closed reports with explanation of problem and resolution
- Provide settlement and reconciliation information and problem resolution

Meets Requirement: Yes _____   No _____

Reference Document: _____Page(s) _____

Description: _____